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Docket No.: SBL0012US

June 29, 2004

Mail Stop Amendment  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313-1450

Re: Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING USING  
ROUTING AND ESCALATION RULES  
Serial No.: 09/895,456  
Examiner: Marie C. Ubiles  
Docket No.: SBL0012US  
Filed: June 29, 2001  
Group Art Unit: 2151

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate); and
- (3) Response To Non-Final Office Action ( 15 pages).

- ☒ No additional fee is required.  
☐ The fee has been calculated as shown below:

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**CLAIMS AS AMENDED (fees computed under 37 CFR §1.9(f))**

	Claims Remaining <u>After Amendment</u>		Highest No. Previously <u>Paid For</u>		Present <u>Extra</u>	<u>Rate</u>	Additional <u>Fee</u>
Total Claims	36	Minus	36	=	0	x \$ 18.00	\$ 0.00
Independent Claims	4	Minus	4	=	0	x \$ 86.00	\$ 0.00
<input type="checkbox"/> Fee for Request for Extension of Time							\$ 0.00
<b><u>Total additional fee for this Amendment:</u></b>							\$ 0.00
<input checked="" type="checkbox"/>	Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.						
<input checked="" type="checkbox"/>	Please charge our Deposit Account No. 502306 in the amount of						\$ 0.00
<input checked="" type="checkbox"/>	Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.						
<b>Total:</b>							\$ 0.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on June 29, 2004.

Attorney for Applicants

6/29/04  
Date of Signature

Respectfully submitted,

Samuel G. Campbell III  
Attorney for Applicants  
Reg. No. 42.381